

We are happy to report we have resolved almost of the issues we encountered since our Go-Live on Monday, November 28. We still have one voice response issue, and are working to resolve this issue as soon as possible.

The current known issues and anticipated resolution times are listed below. We plan to update this list daily. Thank you for your patience as we work through these issues.

#### OPEN ISSUES

Issue	Impact/Description	Resolution	Anticipated Resolution Time	Status
Access to claims status information through the AVRS is not working correctly for November 2005 pay dates.	When checking on claims with November pay dates, the AVRS responds with "there are no claims found for provider <your provider number>."  In the interim, you may dial 0# to opt out of the AVRS menu and speak to an operator to obtain this information.	EDS is making modifications to the AVRS program to correct the issue.	Tuesday, November 29, 2005	In Process

#### RESOLVED ISSUES

Issue	Impact/Description	Resolution	Resolution Date	Status
Access to check status information requested through to AVRS is not working correctly.	The issue impacts EFT providers only. The amount is reported as zero for EFT providers. Check amount is correct for those who receive paper checks.	EDS made modifications to the AVRS program to correct the issue.	Tuesday, November 29, 2005	Resolved
Access to claims status information requested through the AVRS is not working correctly.	The AVRS was reporting back incorrect information (e.g. year of 1905 instead of 2005, not able to find claim information even when keyed in TCN).	EDS made modifications to the AVRS program to correct the issue.	Tuesday, November 29, 2005	Resolved
Access to Eligibility information requested through the AVRS (using SSN or Name and Date of Birth) is not working correctly.	Eligibility information is requested through the AVRS by entering (1) Name and SSN or (2) Name and Date of Birth and voice response system returns a "not eligible" message. In the interim, you may dial 0# to opt out of the AVRS menu and speak to an operator to obtain this information.	EDS made modifications to the AVRS program to correct the issue.	Monday, November 28, 2005	Resolved

Member KENPAC or Managed Care Eligibility information requested through the AVRS is not working correctly	If an inquiry is performed for a member with KENPAC or Managed Care eligibility and the member is only eligible for part of the dates of service in question, AVRS is returning a message that the member is not eligible. In the interim, you may dial 0# to opt out of the AVRS menu and speak to an operator to obtain this information.	EDS is making modifications to the AVRS program to correct the issue.	Monday, November 28, 2005	Resolved
Remittance Advice information from September 9 - November 23 is not available on RA Viewer	You cannot view these RAs via the KY HealthNet RA Viewer at this time. We are working to load the most recent claims processing cycle (November 23) information first.	EDS has loaded this information onto the KY HealthNet systems. As of Monday, November 28, providers find Remittance Advice information for all time periods using RA-Viewer	Monday, November 28, 2005	Resolved
Some KYHealthNet Passwords were transferred to EDS as all capital letters.	Some providers are experiencing difficulty in logging into KYHealthNet. <b>If you have difficulty, try to login using all capital letters for the password.</b>  Contact the EDI Help Desk at 800-205-4696 if typing the password in all capital letters does not work.	EDS is instructing providers to key all CAPS for the password	Monday, November 28, 2005	Resolved